

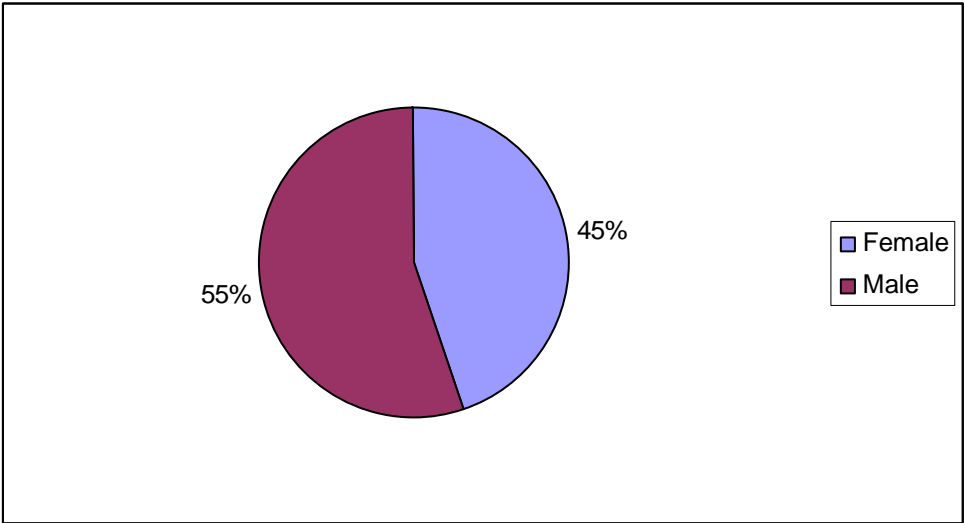
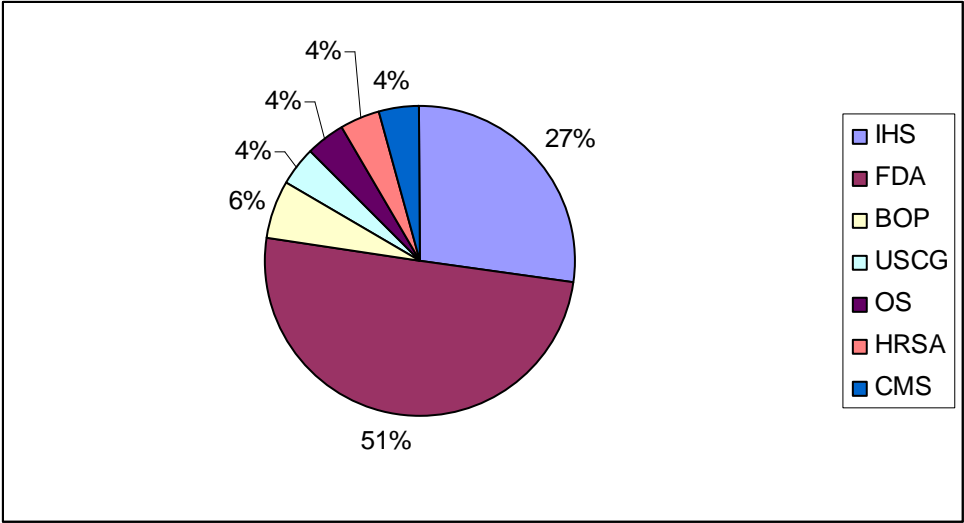
PharmPAC Recruitment Section FY2007 Annual Report

Introduction

Mission: The primary mission of the Pharmacist Professional Advisory Committee (PharmPAC) Recruitment Section is to assist the Department of Health and Human Services recruit qualified practicing pharmacists and pharmacy students into the Public Health Service. Additionally, the Section provides advice and consultation in support of the Surgeon General and the Chief Professional Officer on recruiting pharmacists into the USPHS and issues related to personnel activities of Civil Service (CS) and Commissioned Corps (CC) pharmacists. In this resource and advisory capacity, the Recruitment Section assists in the development and coordination and evaluation of activities related to recruiting qualified pharmacists for duty and careers in the USPHS.

Operating Objective: The PharmPAC Recruitment Section works within the broad scope of the PharmPAC charter to maintain knowledge of pharmacist recruiting needs and activities through broad OPDIV representation and, where possible, to coordinate and maximize pharmacist recruiting efforts. The Recruitment Section works with the chief pharmacist in each operating division/agency, Office of Commissioned Corps Force Management (OCCFM) and Office of Commissioned Corps Operations (OCCO) to develop and implement a PHS-wide pharmacist recruitment program. Generally, the Section will communicate with the chief pharmacist in each OPDIV, OPDIV pharmacist recruiting contact, and OCCO to develop and implement a PHS-wide pharmacist recruitment program. Mutual goals include maintaining a presence in colleges of pharmacy, tracking of pharmacist applicants, and monitoring and evaluating the effectiveness of the various recruitment related efforts within the category. The Section provides support and assistance to PHS pharmacists involved in USPHS pharmacist recruiting.

Demographics: The Section has approximately 47 members on its roster with roughly one half actively engaged in Section activities. The Section's membership representing six agencies (Indian Health Service-27%, Food and Drug Administration-51%, Bureau of Prisons-6%, Health Resources and Service Administration-4%, Centers for Medicare and Medicaid Services-4%, United States Coast Guard-4% and Office of Secretary-4%) is geographically dispersed across twelve states with a male to female ratio of approximately one to one. The section has 36% senior officers and 64% junior officers.





Operations: The Section operates from the work plan developed and revised throughout the PharmPAC year (November 2006 - October 2007). The majority of Section development, activities, and coordination are done via e-mail and monthly pre-scheduled teleconferences. Section members volunteer for assignments and work unsupervised, individually, or in teams and report progress to their respective team leader or Sub-section Leader. Identified Sub-section Leaders plan, coordinate, and assign tasks with other members to accomplish the goals and task list activities. Teleconferences are the primary means of reporting progress from the Sub-section Leaders on the Section's Work Plan and Task List, sharing knowledge and ideas, gathering consensus, coordinating action items and projects, and promoting cohesion within the Section. Teleconference participation is subject to the member's primary position work requirements, supervisor approval, leave, and receiving adequate notification of the call. Participation has been as high as twelve and as low as three.

Executive (Exec)

The Exec Sub-section coordinates and maintains Section metrics, reports, meeting minutes, and other Section references such as pharmacist recruitment statistics annual "USPHS pharmacists snapshot". Each Recruitment Sub-section has an Exec officer assigned to it to coordinate record keeping of Sub-section task progress and completion as well document the Sub-section's progress on the Section Master Task List. The Sub-section Leaders are responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. Additionally the Exec Sub-section maintains the Section roster, the official Section work plan, and the master task list. The Executive Sub-section hosts and leads a conference call with the Section co-leads and Sub-section Leaders from each of the recruitment

interest areas each month, typically held on the Thursday one week before the PharmPAC meeting.

In addition to the Executive Sub-section, the PharmPAC Recruitment Section consists of the following Sub-sections: Associate Recruiter Program (ARP), Student Programs, University Points of Contact (UPOC), Web Accessible Collaboration System (WACS), Website, and Pharmacy's Best Kept Secret (PKBS).

Accomplishments:

- 1) Coordination of monthly teleconferences held prior to PharmPAC meetings to provide a written meeting brief to the PharmPAC.

Associate Recruiter Program (ARP)

The ARP Sub-section of the Recruitment Section works in conjunction with OCCO's ARP, but as a PharmPAC entity, is distinctly separate from the OCCO program directed by CCPM 23.1. The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the ARP program's effectiveness. The ARP Sub-section is responsible for identifying and maintaining a set of core recruiting materials from such sources as OCCO, OPDIVs/agencies, foundations, PHS special programs, and locally and individually developed presentations. The Sub-section also assists OCCO with a distribution plan for any recruiting materials. They develop, maintain, and post career fairs (mid-year regional meetings, national meetings, college career fairs, etc.) to the PharmPAC and PHS Pharmacist listserv to raise UPOC and Associate Recruiter (AR) awareness and response. The Sub-section reports on and provides feedback regarding ARP activities and synergies achieved with OCCO and other PACs. The Sub-section develops appropriate metrics commensurate with the Section work plan.

Accomplishments:

- 1) Continued to work with RADM Pittman on the Pharmacist Applicant List (PAL). Names are paired with an appropriate agency lead to facilitate placing applicants. New applicants are paired with an agency lead as they are added to the PAL. Update meetings are held with agency leads once per quarter.
- 2) Maintained over 150 Associate Recruiters in the Pharmacist category.
- 3) Coordinated recruiting activities for the National APhA and APhA-ASP Midyear Regional meeting.
- 4) Exchanged ideas and solutions with colleagues in other categories through quarterly AR leads meeting addressing issues such as recruiting supply-distribution issues, implementation of the AR policy and other procedural issues.

- 5) Submitted a proposed budget for national pharmacy conferences as well as smaller pharmacy school conferences and recruiting events for OCCO funding. Due to OCCO funding limitations, only APhA and ASHP were funded this year. There was no money allotted for the smaller events.
- 6) Consulted and coordinated with OCCO on OCCO's effort for developing pharmacy specific recruiting materials. Also developed a recruitment materials checklist identified by the Category Leads of the Associated Recruiter Program that contains specific items to take while recruiting at Universities.
- 7) Posted the AR policy, fillable AR application, and professional reference forms on the PharmPAC website.
- 8) Listed active ARs on the PharmPAC website to enable other officers to enlist the assistance of ARs residing in the area of interest and to enable students or pharmacist to reinitiate contact with an officer they spoke to at an event. AR List is updated on the Pharm PAC website quarterly.
- 9) Coordinated 15 PHS pharmacists and supply shipments to 7 APhA-ASP Midyear Regional meetings.
- 10) Coordinated supply shipments for over 35 individually requested pharmacist recruiting events.
- 11) Nominated and had signed by the CPO appointment of the 4th ARP Subsection Lead.
- 12) Developed a pre-approved checklist of AR duties to help officers be proficient in meeting and maintaining OCCOs ARP criteria requests for service. Updates are considered quarterly by the ARP Leads.

Student Programs

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the Student program's effectiveness. The program has facilitated student PHS awareness, communication, and "hands on" PHS opportunities and activities. Student Programs seek to efficiently and effectively increase student awareness of USPHS career pharmacist opportunities and maintain sufficient numbers of student applicants to counter declines in Federal service, an aging Commissioned Officer Corps, and expected future pharmacist increases resulting from the needs of an expanded Corps.

Accomplishments:

- 1) One goal of the student programs section is to increase pharmacy student knowledge of PHS Pharmacist opportunities. The student section encourages pharmacy students who are introduced to the USPHS by a UPOC or AR to subscribe to the USPHS pharmacy student list serve. Recently the web link to the pharmacy student list serve was moved to a more prominent location on the student programs' website. The student programs section created and distributed 12 list-serve messages such as:
 - January - Officers' Biographies
 - February - Agencies and Programs
 - March - Field Pharmacy
 - April - Student Opportunities
 - May - Reserve Corps
 - June - How to Apply for PHS
 - July - Public Health Pharmacy
 - August – Deployment
 - September - Opportunities in Commissioned Corps
 - October - Jr. and Sr. COSTEP - info on application/deadline
 - November – Readiness
 - December - Student Programs
- 2) The Student Programs Sub-section also sent a list serve message to the PHS pharmacist list serve to encourage USPHS pharmacists to mentor COSTEPs. In addition, this Sub-section created an activities calendar for summer COSTEPs. This calendar included a tour of the Capitol, a tour of the Pentagon accompanied by the CPO< RADM Pittman, and a Summer COSTEP Happy Hour attended by more than 25 PHS officers and COSTEPs..
- 3) The Sub-section contacted all fifty-seven USPHS COSTEP applicants who were not selected for a COSTEP and received responses from seventeen applicants for a response rate of 29.3%. The Sub-section provided information on alternative options for those students who still have a year remaining so they may be able to experience the USPHS via a rotation through their school. In addition, the name and contact information of the applicants' UPOC was provided. The Student Sub-section made it a priority to establish a relationship with COSTEP applicants such that in the future, these applicants may consider a career in the USPHS.
- 4) The Student Programs Sub-section monitors pharmacy school websites quarterly to determine if there is a website link to the USPHS. As a result of contact, at least 5 pharmacy schools added a link to the USPHS to their website.

1. Western University of Health Sciences College of Pharmacy
<http://www.westernu.edu/xp/edu/pharmacy/links.xml>
2. St. Louis College of Pharmacy
<http://www.stlcop.edu/cinformation/corporatelinks.asp>

3. University of Arkansas for Medical Sciences
http://www.uams.edu/cop/students/selected_links.asp
 4. University of Georgia College of Pharmacy
http://www.rx.uga.edu/main/home/httpd/html/resources/research/public_health_websites.html
 5. Oregon State University e-mailed a request for an edit on the one below:
http://pharmacy.oregonstate.edu/a_level/pharm_profession/pharm_profesn_links.html
- 5) The student subsection also encourages COSTEPs to write about their experience with PHS. The 2007 APhA-ASP president-elect, ENS Brent Reed's 2007 Summer JRCOSTEP experience is currently available at
<http://www.hhs.gov/pharmacy/costep97/ihs.htm>.

UPOC Program

The University Point of Contact (UPOC) Sub-section Leaders are responsible for defining the UPOC program goals, coordinating team member activities and progress toward those goals, and measuring the UPOC program's effectiveness. UPOC activities include:

- Establishing UPOC activity standards to determine effectiveness of program
- Increasing knowledge of USPHS pharmacist career opportunities by identifying faculty, alumni, etc. within Schools of Pharmacy as local centers of influence (decision makers, key student contacts, experiential learning coordinators, etc.)
- Coordinating UPOC Template Letters sent to the Dean and evaluating the utility of letters as an effective communication tool
- Actively participating in school activities and events to the extent officers schedules and funding allows
- Ensuring that there is an active primary and/or secondary UPOC at every school
- Promoting JRCOSTEP and SRCOSTEP and mentoring their respective school's COSTEP participants

The importance of a personal contact with a present or former PHS health professional is especially influential in attracting new pharmacist professionals to public service. Moreover, individuals most likely to consider government service are motivated by the belief that they will "have an impact on national issues". To this end, it is appropriate to expand the loci of PHS knowledge to schools of pharmacy.

The University Points of Contact (UPOC) Initiative was developed in 2002. It is a unique program to the PharmPAC. Over the years, one of the shortcomings of the program was the development of a user friendly contact management and report tracking system. Besides email contact to the UPOC section leads, UPOCs were unaware of activities that other UPOCs were performing. A mechanism to showcase the good work that UPOCs needed to be developed.

Accomplishments:

- 1) A message sent through the UPOC distribution list requested brief recollections (including photographs) of visits to pharmacy schools. A UPOC newsletter, published twice a year, was developed from the information collected. This newsletter showcases the recruitment work of UPOCs and provides recruitment information to assist UPOCs.
- 2) Two new recruitment handouts were developed, "Welcome to the USPHS Publication (recruitment version) and Frequently Asked Questions. The "Welcome to the USPHS Publication (recruitment version) is prepared in a newsletter format and provides an introduction to the USPHS, useful web links, military benefits information, useful travel web links, travel opportunities, moving information, military courtesy, bonuses and special pays, other benefits, and training, readiness and deployment. The Frequently Asked Questions document provides information on the following: Compensation, USPHS Organizational Structure, Soldiers Sailors Relief Act, AR Program, Basic Readiness, Promotions/Promotions Performance Review, Uniforms, COSTEP Programs, Advanced Training and Appointment Standards. Both documents are available on the website <http://www.hhs.gov/pharmacy/poc.html>.
- 3) A recruitment materials checklist was developed for UPOCs. It is available at <http://www.hhs.gov/pharmacy/pdf/recruitcklst.pdf>. This checklist will benefit both UPOCs and ARs who attend recruitment events. The checklist includes: Pharmacy's Best Kept Secret, current year's pay scale, list of important websites, current IHS and BOP vacancy lists, Pharmacy Student Opportunities with PHS and Loan Repayment.
- 4) The UPOC subsection collaborated with the administration section to identify presenters for the Excellence in Public Health Service Pharmacy Practice Award. The thirty-five USPHS officers who presented the student award received thank you letters signed by RADM Pittman.

WACS

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness.

The Web Accessible Collaboration System was designed to allow UPOCs and ARs for the Pharmacy Category to record visits and approved recruitment activities. In addition, this web-based database allows each officer to update his or her contact information.

Accomplishments:

- 1) The following reports were designed to extract information from the WACS database:

1. Officers that are both UPOCs and ARs
2. Officers by duty station (current contact information)
3. Officers by university
4. Last date that the officer updated WACS profile
5. Calendar of upcoming events entered by officers

Website

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The Sub-section's most important tasks are ensuring Section's portion of the PharmPAC website is both user friendly and contains accurate and current information. The Sub-section will also assist in reviewing the PharmPAC website and provide feedback on its content. All pertinent recruitment materials such as PBKS power point, PBKS brochure and pay chart, and PHS Power Point will be available on the website.

Accomplishments:

- 1) The website subsection met to discuss the placement of web pages under proposed categories and sub-categories to improve navigation. In addition, this subsection created a timeline for development for officers to use throughout their career
- 2) The Recruitment Section PowerPoint presentation was updated. It appears along with a condensed version (does not contain video) on the following website <http://www.hhs.gov/pharmacy/recruitindex.html> This subsection also created a Pharmacists in Action web page to include pictures and notes pages of pharmacist practicing pharmacy at the duty station, deployed pharmacists (e.g. Hurricanes Rita/Katrina/Wilma relief), public health pharmacy, pharmacy events and R&R.
- 3) CAPT Quaglietta and CDR Glabach continue to work on a prototype web using the categories of information assigned by the Website Redesign Committee. These categories will be adapted to best fit the new PAC templates while serving the PharmPAC. CAPT Quaglietta & CDR Glabach met with Macro team in Dec 2007. Several steps have been laid out before the site will be up and running. Here are the recommended steps to move forward as CAPT Quaglietta and CDR Glabach discussed with the Macro representative:
 1. Our team will create a site structure for the new Web site.
 2. Decide on the column design.
 3. Once the site structure is finalized and a design has been selected, Macro will setup a development and staging server. The staging server

will be available our team to monitor progress of the site redesign and transition.

4. Macro will work with us to develop a content move schedule. We will guide them as to which sections will be moved from the old site to the new and/or provide content for other sections.
5. Macro will pull together the photo assets we have available for us to review and use to customize the new Web site.
6. Macro will then begin placing the design elements and move forward moving adding content according to the content schedule.
7. At this point Macro will submit the design of the site to be approved by the HHS Web Communications team, the Resource Group (who is responsible for our contract), OCCFM/RMISD, and whomever else needs to approve a final design which should include our internal approving authority. Just to reiterate, groups external to your group are looking at the design, not content. Macro representatives anticipate this approval being a straight forward process.
8. Once all the content is in place, Macro will setup the space for the live site. Once approved by us, we will need to make arrangements to point the current Web site DNS to the Macro servers and the new site will be live.
9. Macro will continue to host the site. They can provide training for officers responsible for updating the site and provide any technical assistance needed which is a part of our contract with Comm Corps. They will transfer the Web site and respective database to Comm Corps once the technology infrastructure is in place to support hosting all of the PAC sites.

Until then, the existing PharmPAC website will be used and updated as before. CDR Girard and CDR McClain are going to move forward with a redesign of the Recruitment subsection of the PharmPac website until the above task is completed. A template for content has been established and waiting for implementation.

PKBS

The Sub-section Leader is responsible for defining goals, coordinating team member activities and progress toward those goals, and measuring the program's effectiveness. The Sub-section Leader should annually review, update, and disseminate salary comparisons throughout all PBKS documents and web references. Two key Sub-section activities include posting a conference handout version of PBKS to the web for use by potential applicants, ARs, and UPOCs and maintaining the currency of PBKS

information in the Section Power Point slide shows. As a minimum, the Sub-section will annually consider improvements to PBKS format, display, and content, and ensure an accurate version is posted to the PharmPAC website.

Accomplishments:

- 1) The PBKS was revamped, reviewed, and updated for calendar year 2007. The updated version reflects the 2007 pay scale. In addition, the hard copy version was updated to include current agency recruiting leads and contact info. This document is the most powerful recruitment document available to the pharmacy category.